

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the above-identified application.

Listing of Claims:

1. (Currently Amended) A method in a computer system for assigning a monetary cost to a computer transaction, the method comprising:

identifying two or more information technology services utilized to execute the computer transaction, wherein the information technology services include telephone services, network access services, maintenance services, software services, support services, and hardware services;

determining a monetary service providing cost associated with the two or more services utilized to execute the transaction, wherein determining the monetary service providing cost comprises[[,]]:

(1) identifying each resource utilized to provide the two or more services,

(2) determining a quality cost that represents a cost for a level of quality of the two or more services utilized to execute the transaction, wherein the quality cost for the two or more services comprises an availability cost that represents the cost for the availability of the two or more services and a response time cost that represents the cost of the response time for the two or more services;

(3) assigning a portion of the quality cost and a portion of the monetary service providing cost of each identified resource to the computer transaction, and

(4) combining the monetary service providing cost and the quality cost to define a monetary computer transaction cost for each identified resource;

and

summing the monetary ~~service providing~~ computer transaction cost for each identified resource to determine the monetary cost for the computer transaction in order to pass the monetary cost for the computer transaction to a user executing the computer transaction.

2. (Canceled).

3. (Previously Presented) The method as recited in claim 1, wherein equipment is a utilized resource and the monetary service providing cost includes an equipment cost and wherein the determining step includes calculating the equipment cost as a percentage of an overall equipment cost for equipment utilized to execute the transaction.

4. (Previously Presented) The method as recited in claim 3, wherein software is a utilized resource and the monetary service providing cost includes a software cost and wherein the determining step includes calculating the software cost as a percentage of an overall software cost for the equipment utilized to execute the transaction.

5. (Previously Presented) The method as recited in claim 4, wherein personnel is a utilized resource and the monetary service providing cost includes a personnel cost and wherein the determining step includes calculating the personnel cost as a percentage of an overall personnel cost for maintaining the software and the equipment utilized to execute the transaction.

6. (Previously Presented) The method as recited in claim 5, wherein a facility is a utilized resource and the monetary service providing cost includes a facility cost and wherein the determining step includes calculating the facility cost as a percentage of an overall facility cost for supporting and housing the equipment and personnel utilized to execute the transaction.

7-8. (Canceled).

9. (Currently Amended) The method as recited in claim [[8]] 1, wherein the availability cost includes an equipment cost and wherein the step of determining a cost for the availability includes calculating the equipment cost as a percentage of an overall equipment cost for equipment utilized to provide the availability of the one or more services.

10. (Original) The method as recited in claim 9, wherein the availability cost includes a software cost and wherein the step of determining a cost for the availability includes calculating the software cost as a percentage of an overall software cost for the equipment utilized to provide the availability of the one or more services.

11. (Original) The method as recited in claim 10, wherein the availability cost includes a personnel cost and wherein the step of determining a cost for the availability includes calculating the personnel cost as a percentage of an overall personnel cost for maintaining the software and the equipment utilized to provide the availability of the one or more services.

12. (Original) The method as recited in claim 11, wherein the availability cost includes a facility cost and wherein the step of determining a cost for the availability includes calculating the facility cost as a percentage of an overall facility cost for supporting and housing the equipment and personnel utilized to provide the availability of the one or more services.

13. (Canceled).

14. (Currently Amended) The method as recited in claim ~~[[13]]~~ 1, wherein the response time cost includes an equipment cost and wherein the step of determining a cost for the response time includes calculating the equipment cost as a percentage of an overall equipment cost for equipment utilized to provide the response time of the one or more services.

15. (Original) The method as recited in claim 14, wherein the response time cost includes a software cost and wherein the step of determining a cost for the response time includes calculating the software cost as a percentage of an overall software cost for the equipment utilized to provide the response time of the one or more services.

16. (Original) The method as recited in claim 15, wherein the response time cost includes a personnel cost and wherein the step of determining a cost for the response time includes calculating the personnel cost as a percentage of an overall personnel cost of maintaining the software and the equipment utilized to provide the response time of the one or more services.

17. (Original) The method as recited in claim 16, wherein the response time cost includes a facility cost and wherein the step of determining a cost for the response time includes calculating the facility cost as a percentage of an overall facility cost for supporting and housing the equipment and personnel utilized to provide the response time of the one or more services.

18. (Canceled).

19. (Previously Presented) A computer-readable medium having computer-executable instructions performing the steps recited in claim 1.

20. (Previously Presented) A computer system having a processor, an operating system, a memory, the computer system performing the steps recited in claim 1.

21-29. (Canceled).

30. (Currently Amended) A method in a computer system of executing a computer transaction, the method comprising:

requesting, by a user process, execution of a transaction;

receiving the user process request at two or more service processes,

wherein the two or more service processes include telephone services, network

access services, maintenance services, software services, support services, and hardware services;

executing, by the two or more service processes, the user process request;
and

determining, by the two or more service processes, a monetary service provider cost associated with the execution of the transaction as a function of the services utilized to execute the transaction, wherein determining the monetary service provider cost comprises identifying each resource utilized to provide the two or more service processes and assigning a portion of the monetary service provider cost of each resource to the computer transaction in order to pass the monetary service provider cost to the user executing the computer transaction, wherein the monetary service provider cost for each resource comprises a quality cost of the two or more services associated with the execution of the transaction, wherein the quality cost includes an availability cost and a response time cost.

31-33. (Canceled).

34. (Previously Presented) A computer-readable medium having computer-executable instructions performing the steps recited in 30.

35. (Previously Presented) A computer system having a processor, an operating system and a memory, the computer system performing the steps recited in claim 30.

36-42. (Canceled).

43. (Previously Presented) The method of claim 1, further comprising:

identifying a fixed cost resource and attributing a portion of a total monetary service providing cost for the fixed cost resource to the computer transaction, and

identifying variable cost resources and determining a portion of the variable cost resources required to conduct the transaction; and

summing a monetary service providing cost for the fixed cost resource and a monetary service providing cost for the variable cost resource to determine the monetary cost for the computer transaction.

44. (Currently Amended) A system for assigning a monetary cost to a computer transaction requiring provider services, the system comprising:

a service identification component for identifying two or more services necessary for conducting the computer transaction, wherein the two or more services include telephone services, network access services, maintenance services, software services, support services, and hardware services, and identifying the two or more services comprise:

assigning identifiers to applications associated with the two or more services and to components of the applications that are triggered by the computer transaction; and
monitoring each identified application and each identified component to calculate a response time for the two or more services accessed by the computer transaction and to calculate the availability of the two or more services accessed by the computer transaction;

a resource identification component for identifying resources utilized in providing the two or more services; and

a cost assessment component for determining a monetary cost to a provider for each resource and determining the monetary cost for the computer transaction ~~based on a total monetary service provider cost for each utilized resource~~, wherein the monetary cost for the computer transaction is a function of a total monetary service provider cost for each utilized resource and a quality cost of the two or more services, wherein the quality cost comprises an availability cost based on the calculated availability time of the two or more services and a response cost based on the calculated response time of the two or more services.

45. (Previously Presented) The system of claim 44, wherein the resources comprise utilized personnel, software, hardware, facilities and equipment costs that are percentages of an overall personnel, software, hardware, facilities and equipment costs.